Design Procedures for Security Concerns

The following section will describe the procedures associated with the concerns of security.

Customer login
Each customer must be able to access only their individual information. The users account will be secured with a customized username and password. The customer must login with their credentials before making any changes to their account info or orders.

Back-office access
The back-office software will require the administrator to provide a user login and password to be able to access the systems. This will keep all unauthorized individuals from being able to change or acquire the information.

Scheduling
The schedule will require an administrator login to be able to add, change, or cancel the completion dates. The customers will initiate requests for changes which will require approval. The schedule availability dates will also require administrator login to make changes.

Payments
All payments will be processed in person or online through PayPal. PayPal is responsible for ensuring the security and validity of all online payment. In the event of an error or discrepancy PayPal will act as intermediary to ensure the issue gets resolved.

Data Backup
The data will be backed-up automatically each day at the close of business. The database software will perform this automatically and provide a notification when it is completed. The administrator will be able to manually update at any time but must be logged into the system to perform the action. The Database system will be responsible for providing encryption as well as security for the backed-up data.

Data Recovery
The data will be able to be recovered at any time from the backup stored by the database system. A bi-annual test of the recovery process will be administrated by the administrator. The recovery test will be conducted by logging into the database system with the proper credentials and attempting to download the backed-up data. The data obtained by the recovery process must then be checked to endure the information is correct and up-to-date.